

Appendix F: Competencies for 1702's¹

Technical Competencies

- T1 *Accounting/Budget* --** Knowledge of forms, format and procedures for preparing budget estimates and reports; programs, resources and mission of DCSPER to determine adequacy/accuracy of budget estimates and validity of funding requests; the structure of appropriation accounts, object classes and line items of DCSPER program and administrative budget to review budget estimates, adjust and reconcile accounts, and research, extract and compile data for reports; DA and MACOM budget regulations, policies and procedures in order to advise and assist in budget formulation, monitor budget execution and prepare budget reports.
- T2 *Arithmetic/Mathematical Reasoning* --** Performs computations such as addition, subtraction, multiplication, and division correctly; solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.
- T3 *Document Preparation* --** Knowledge of spelling, grammar, punctuation, and required formats to type a variety of narrative and tabular material in final form and to prepare reports and correspondence.
- T4 *Non-Technical Duties* --** Knowledge of the organizational functions and procedures of the unit to perform such duties as distribute and control mail, refer phone calls and visitors, and provide general, non-technical information.
- T5 *Office Automation* --** Skill in operating a PC; knowledge of office automation systems to use several types of software for various office needs; ability to apply knowledge of software functions to produce a wide range of documents often requiring complex formats.
- T6 *Policies/Procedures/Regulations* --** Knowledge of office policies, practices and procedures, agency regulations, education programs and operations in order to answer and screen inquiries, advise students on program prerequisites, analyze statistical data and prepare substantive reports, and maintain office and education records; the program objectives, policies, procedures, or pertinent regulatory requirements affecting the particular education or training activity.
- T7 *Programs* --** Knowledge of tuition assistance program areas to document records and provide advice on eligibility requirements and reimbursement procedures.

¹ *The competencies for Education Aids and Technicians are in alphabetical order.*

- T8 *Records Management*** -- Knowledge of the records management sufficient to establish, maintain, research and dispose of all necessary files, registers, regulations, etc.; MARKS to establish and maintain office files.
- T9 *Security*** -- Knowledge of the installation's security requirements, policies and regulations to obtain issuance of a building pass.
- T10 *Statistics*** -- Knowledge of basic statistical techniques to prepare reports.
- T11 *Test Administration*** -- Knowledge of test administration policies and procedures to register customers for tests and administer uncontrolled tests.

Professional Competencies

- P1 *Creative Thinking*** -- Uses imagination to combine ideas or information in new ways.
- P2 *Customer Service*** -- Works and communicates with clients and customers (for example, any individuals who use or receive the services or products that your work unit provides, including individuals who work in your agency or in other agencies or organizations outside the government) to satisfy their expectations. Committed to quality services.
- P3 *Decision Making*** -- Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.
- P4 *Interpersonal Skills*** -- Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.
- P5 *Manages and Organizes Information*** -- Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates the information by a variety of methods.
- P6 *Manages Resources*** -- Selects, acquires, stores, and distributes resources such as materials, equipment, or money.
- P7 *Oral Communication*** -- Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- P8 *Organizational Awareness*** -- Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes the policies, procedures, rules and regulations of the work unit or organization.

P9 Self-Management -- Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

P10 Teamwork -- Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

P11 Written Communication -- Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations. Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.